



AvidXchange for NetSuite

Self-Managed Payment Updates

Frequently Asked Questions

Introduction

Effective May 31, 2024, AvidXchange will no longer support self-managed check payments and custom ACH formats through AvidXchange for NetSuite. Standard ACH payments will continue to be supported through a slightly modified process. AvidPay and AvidInvoice integrations will continue as normal.

In this FAQ, we will detail alternative solutions for the payments your organization is currently making through the self-managed check and custom ACH formats within AvidXchange for NetSuite.

If you use the Standard ACH function in AvidXchange for NetSuite, we've scheduled a release during the week of March 4, 2024, to enable changes that will require action by your company. Be on the lookout for in-app messaging sharing further details about the release and the steps you'll need to take. Please note, the legacy Standard ACH process will remain in the SuiteApp and will be available for use until May 31, 2024. Support for the legacy Standard ACH function will end on May 31, 2024.

If your company does not use self-managed payments services, there is no action needed. AvidPay and AvidInvoice will continue to function as normal. You may see minor changes to labels and messaging within the AvidXchange for NetSuite bundle.

How do I know if this change affects me?

This change impacts all customers who use the self-managed payments function in AvidXchange for NetSuite.

If your company uses AvidXchange for NetSuite only to integrate with AvidPay and/or AvidInvoice services, you will experience minor changes in the SuiteApp, but your service will continue as usual.

How do I know if I use self-managed payments?

Self-managed payments are AvidXchange for NetSuite payment services that allow your company to create payment files that can be printed or transmitted to your bank.



There are three types of self-managed payments:

Self-managed checks

These are PDF check files that AvidXchange for NetSuite generates based on payment, vendor, and bank data. These PDF files are typically printed on MICR compatible printers and mailed to vendors. The self-managed checks service often includes a companion positive pay file.

Standard ACH payment files

These are NACHA files generated by AvidXchange for NetSuite based on payment, vendor, and bank data. These files include PPD (Prearranged Payment or Deposit) and CCD (Corporate Credit or Debit) type payments and are typically transmitted to your company's bank where ACH credits are initiated. Standard ACH payments are available out-of-the-box with AvidXchange for NetSuite and do not require customization by AvidXchange.

Custom ACH payment files

These are payment files that require a customization by AvidXchange. They may include advanced NACHA payment formats such as CCD+, CTX, or IAT. Although this service is called "ACH", the files may also include non-ACH formats like domestic wire and international formats.

Please note that your company may use other payment services through NetSuite that are not part of AvidXchange for NetSuite (e.g., NetSuite's built-in check printing, and ACH products). These are not part of the AvidXchange for NetSuite self-managed payment offering and are not affected by this change.

What options are available to continue to make self-managed check and/or custom ACH payments?

If your company uses self-managed check or custom ACH payments, you'll need to explore alternative payment offerings to support these types of payments after May 31, 2024. We strongly recommend testing the new Standard ACH process during this time to ensure it is configured appropriately based on the needs of your business.

Below is a summary of payment offerings that may be available to you:

AvidPay

AvidPay is our automated payment solution that can support both check and electronic payments. With AvidPay, we manage your vendors' payment preferences and ACH information as well as print and mail checks on your organization's behalf. For more information about this option, get in touch with our experts, [here](#).



AvidXchange Cross-Border Payments:

Initiate payments from US bank accounts to vendors abroad in over 25 receiving currencies. For more information about this option, get in touch with our experts, [here](#).

NetSuite Built-In Check Printing:

NetSuite offers its own check printing capabilities built into NetSuite. Check out [this article](#) to learn more about NetSuite's check printing capabilities.

Check-Printing Referrals:

If your company has custom check needs, prints on blank check stock, or would like printed signatures to appear on your checks, you may want to consider the following alternative solutions that are offered by other third-parties (not AvidXchange):

- PrintBoss
- Checkkeeper
- Online CheckWriter
- CheckStream
- CheckSoft
- Chax

How will positive pay be impacted by this change?

As positive pay file generation is tied directly to self-managed checks, positive pay will not be available through AvidXchange for NetSuite after May 31, 2024. If you choose to make your check payments through the AvidPay Network, we will manage the positive pay process on your behalf. Native NetSuite check printing and our referrals also have options available for positive pay.

Will ACH withdrawals be available?

Only ACH deposits are included in the new Standard ACH process. ACH Withdrawals will not be available after May 31, 2024.

Will support for emailed remittance advice continue?

The new Standard ACH process will not include emailed remittance to your vendors. Payments executed through AvidPay include rich remittance data. For more information about AvidPay, get in touch with our experts, [here](#).

How can I access previously generated payment files?



Previously-generated payment and positive pay files will be available in your AvidXchange for NetSuite bundle through May 31, 2024. Please be sure to download and backup any files you wish to keep. After May 31, 2024, the files will no longer be accessible through the AvidXchange for NetSuite bundle. For full details on retrieving previous files, check out [this article](#).

I have additional questions. Who can help?

If you do not see an answer to your question in this FAQ, please reach out to our Customer Care team via the AvidXchange Community, or via email at support@avidxchange.com, with the subject line "AvidXchange for NetSuite Application Update".